

# THE CASE MANAGER COMMUNIQUE



## New Division Director

The Maternal and Child Health Division has a new Director. Rebecca Mendoza, who formerly served as our FAMIS Marketing and Outreach Manager for the past four years, was promoted to Director of our Maternal and Child Health Division in January.

Rebecca received both her B.A. and M.A. from the University of Tennessee and has more than 15 years of management experience in a variety of non-profit and for-profit organizations.

Prior to working at DMAS, she worked for six years with Affiliated Computer Systems (ACS), a DMAS contractor managing the FAMIS Central Processing Unit and the Medicaid Managed Care Helpline contracts.

As Director, Rebecca will be continuing the agency's ongoing work to strengthen and improve the children's health programs including the FAMIS programs, EPSDT, School Services, and the new Children's Mental Health Program, the maternal health programs (i.e., FAMIS MOMS, Medicaid for Pregnant Women, and BabyCare), and the family planning program, Plan First.✚

## Children's Mental Health Program

The Children's Mental Health Program became operational on December 1, 2007. This program provides a community based services option to children under the age of 21 who are in Psychiatric Residential Treatment Facilities. Services provided through this program include: transition coordination, respite, companion, in-home residential, family and caregiver training, therapeutic consultation, and environmental modifications.

Participants in this program must have a case manager. Children must remain Medicaid eligible when they transfer to the community and must have a family, who may be a foster family, with whom to stay. The program is intended to reduce the amount of time an individual must stay in residential treatment, to allow children to live with their families

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in the community, and to prove that community care is just as effective as and less costly than residential care.

The CMH Program is made possible through a five-year demonstration grant issued by the Centers for Medicare and Medicaid Services. Virginia intends to demonstrate the important role these services play in the family's ability to bring children home once they have received treatment in a Psychiatric Residential Treatment Facility (PRTF). DMAS will identify children who have been residing in a PRTF for at least 90 days and refer these individuals to their local Community Services Board (CSB) or Comprehensive Services Act (CSA) participating locality. Either the CSB or the CSA locality will help the child and their families determine if the CMH Program is a viable option.

For more information on this program, check out the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov) and look under the Maternal and Child Health Section.✚

## Did You Know?

The Virginia Medicaid population in fiscal year 2007 was comprised of:

- 489,893 children,
- 176,182 persons who are blind or who have disabilities,
- 123,620 parents or caretakers of children, and
- 84,283 elderly persons.\*

\*These totals do not include individuals enrolled in the Family Access to Medical Insurance Security (FAMIS) or Medicaid Expansion Programs.

## Continuity of Care

For continuity of care, the Department has received approval from CMS to keep individuals in their managed care organization (MCO) if they lose their FAMIS eligibility and immediately become Medicaid eligible.

This change will allow individuals to continue any services with their providers uninterrupted by not having to go through the pre-assignment process for the Medicaid MCO program. Enrollees and DSS have complained that the current system, which requires the enrollee to go into FFS and then be pre-assigned, is confusing to all involved. This change will be effective July 1, 2008. Individuals will retain their right to pick another MCO for 90 days after their Medicaid effective date.✚

## FAMIS Teens

DMAS launched a new FAMIS Teens outreach campaign. Research suggests that teens are more likely than younger children to be uninsured and therefore lack access to vital health care services.

The new campaign includes launching a section of the FAMIS website that was designed specifically for teens. When teens visit the website ([www.famis.org](http://www.famis.org)) and click on "FAMIS Teens," an interactive page will open where they can read about the agency's FAMIS Teen spokesperson, download ringtones, and complete a scavenger hunt that gives them an opportunity to win one of several prizes.

DMAS' ultimate goal is for teens to learn more about staying healthy, the health care services provided by FAMIS, and application procedures.✚

## ALTC Phase I Update

In September 2007, the Department allowed most MCO enrollees who become eligible for one of six long-term care home and community-based waivers to stay with their MCO to receive services. While specific waiver services are covered by DMAS, the MCO is responsible for providing all other acute care services. In the past, individuals who became waiver eligible were removed from MCO enrollment. There are currently 300 waiver eligible individuals enrolled in MCOs.✚

## Smiles For Children

**Smiles For Children**, Virginia's Medicaid/SCHIP dental program, is making a difference in improving dental care across Virginia. Successes include:

- As of March 31, 2008 there are 1,065 providers in the dental network. This represents a 72% increase since the program inception on July 1, 2005.
- The percent of children ages 3-20 who received dental services increased from 29% in FY 2005 to 36% in FY 2006 and to 43% in FY 2007. This represents a 48% increase in dental utilization since the start of the program and over 80,000 more children receiving dental preventive care.
- Annual member and provider surveys continue to be completed by Doral with results indicating continued high levels of satisfaction with the program.
- There has been extensive participation in health care events to market the **Smiles For Children** program and educate enrollees. Oral health materials and promotional items were distributed throughout the year. For example, free dental screenings were provided in Lynchburg during a health fair in September 2007. Donated services were provided by a participating **Smiles For Children** dentist, Dr. Zach Hairston of Danville, Virginia.
- **Smiles For Children** is becoming a nationally recognized model for state Medicaid dental programs. DMAS was invited to various speaking engagements to present the new program and its successes. For example, Patrick Finnerty, DMAS Director, made presentations at:
  - the 2007 National Oral Health Conference;
  - the 2006 American Dental Association national meeting; and
  - the 2007 webcast hosted by the National Association for State Health Policy.

**Smiles For Children** continues to work with the dental community to determine the best next steps for the program. The partnership with the dental provider community is invaluable and provides open communication to facilitate future growth and success of the program.

For more information about the **Smiles For Children** program, contact Doral Dental, USA at 1-888-912-3456 or visit the following websites: [www.dmas.virginia.gov](http://www.dmas.virginia.gov) or [www.doralusa.com](http://www.doralusa.com).✚

## Plan First

On January 1, 2008, DMAS implemented the new Medicaid fee-for-service family planning waiver program, Plan First. The purpose of this program is to improve birth outcomes, increase birth spacing, and to reduce Medicaid expenditures for pregnancy and child birth by preventing unintended pregnancies. Both uninsured men and women who have countable income within 133% FPL and have not had a sterilization procedure may be eligible for Plan First. Individuals need to complete a Plan First application and submit to their local Department of Social Services. Applications are available on the web at [www.dmas.virginia.gov](http://www.dmas.virginia.gov), local Department of Social Services (DSS) and local health clinics.

Plan First covers routine and periodic family planning office visits including:

- Annual physical exams for men/annual gynecological exams for women;
- Cervical cancer screening for women;
- Sexually transmitted infection (STI) testing;
- Laboratory services for family planning and STI testing;
- Family planning education and counseling;
- Sterilization procedures;
- Food and Drug Administration (FDA) approved prescription contraceptives;
- FDA approved over-the-counter contraceptives; and
- Referrals to a primary care provider, local health department, community or rural health clinic that provides care for free or on a sliding fee scale for services not covered through Plan First.

WebEx trainings for Plan First are scheduled for April 15<sup>th</sup>, 21<sup>st</sup>, and 22<sup>nd</sup>. To register go to <https://dmas.webex.com/mw03021/mywebex/default.do?siteurl=dmas>. For more information about the Plan First program, go to the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov) and click on the Maternal and Child Health Section.⊕

## Questions on Long-Term Care

Need assistance? Have questions about Medicaid funded long-term care services? Who do you call? The answer to that question just became a bit easier.

In an effort to offer the best possible customer service and a "one stop shop" for Medicaid long-term care services including nursing facilities, assisted living, rehabilitative services, home health, hospice, durable medical equipment, the long-term care waivers, the Program of All Inclusive Care for the Elderly and Money Follows the Person, the Division of Long-Term Care has developed **ONE NUMBER** to assist you.

The contact number is 804-225-4222. A long-term care analyst will answer your call, unless handling another customer call in which case you will get an individual voice mail and your call will be returned as quickly as possible and within the day. While this is not a new number, it is now a central, one-stop-shop number with staff available to respond to your questions and assure that you receive the best possible response to your needs. If you need to be directed to a specific staff person and do not have their direct line the analyst answering the phone will forward your call.

We are pleased to assist you between the hours of 8 a.m. and 5 p.m. Monday through Friday, with the exception of State Holidays!⊕

## AMERIGROUP

AMERIGROUP Community Care became the 5th Virginia Medicaid MCO to receive NCQA accreditation in Virginia. Virginia is one of two states with all MCOs having achieved NCQA accreditation and is the only state to require that NCQA be acquired and maintained in order to operate as a MCO for Medicaid. The NCQA Accreditation process has been recognized as the gold standard in accreditation for more than 15 years by consumers, relying on their information to help guide contracting and enrollment decisions.⊕

The December 2007 Managed Care Performance Report, which highlights MCO accomplishments for the past year, is available on the DMAS website at

[http://www.dmas.virginia.gov/mc-studies\\_reports\\_surveys.htm](http://www.dmas.virginia.gov/mc-studies_reports_surveys.htm).

Click on the "2006-2007 Report."

## *Alliance for Healthier Virginians*

The "Alliance for Healthier Virginians" represents a dynamic public-/private-sector collaborative. Federal, State, and local programs/benefits administrators join with grass-roots, community-based organizations to link those in need with the services and benefits for which they are eligible. The Alliance for Healthier Virginians is a partnership of organizations collaborating to advance nutrition and wellness for Virginians. Partner Agencies include:

Second Harvest- Southeastern Virginia Foodbank  
 Virginia Department of Social Services  
 Charlottesville Department of Social Services  
 American Heart Association  
 Virginia Department of Education  
 USDA, Food Nutrition Service  
 Virginia Department of Health  
 Capital Area Food Bank  
 Virginia Department of Medical Assistance Services  
 Food Bank of the Virginia Peninsula  
 2-1-1 VIRGINIA  
 Blue Ridge Food Bank  
 New Kent Department of Social Services  
 James City Department of Social Services  
 Head Start  
 Governor's Office  
 Virginia Cooperative Extension  
 Virginia Department of Agriculture and Consumer Services  
 Cross-Over Free Medical Clinic  
 Virginia Department for the Aging  
 Office of the Secretary of Health and Human Resources  
 Central Virginia Health Network  
 Children's Health Insurance Program  
 Hanover Department of Social Services  
 Federation of Virginia Food Banks

The Alliance for Healthier Virginians is a statewide coalition of public and private entities. Many of the partners offer free services in nutrition assistance, such as emergency food supplies and nutrition education. For more information on the member agencies, contact Judy Midkiff at 804-527-4252 or [jmidkiff@vt.edu](mailto:jmidkiff@vt.edu).

## *Data Bridge*

In May of 2005, the Center for Medicare and Medicaid Services (CMS) developed strategic policy directions and initiatives to improve the nation's health care system. A part of that direction was a plan for long-term care reform. Central to the CMS vision is that the system will be "person-centered" and organized around the needs of the individual rather than the care settings. The Medicaid program in the Commonwealth is a leader in advancing consumer-direction, and person-centered care through various programs and grants.

One initiative recently implemented is an automated "data bridge" between the Departments of Medical Assistance Services, Division of Long-Term Care and Social Services, Division of Family Services. This bridge permits the exchange of automated information identifying critical incidents involving Medicaid long-term care waiver participants.

CMS has, as one of their assurances, the enhancement of services designed to improve and the health and safety of waiver participants. The information received quarterly from DSS effective March 31, 2008, provides aggregate data on adult protective services reports, findings (abuse, neglect, exploitation - financial and sexual), and outcomes for Medicaid waiver participants. This information is capable of being trended in various ways. Trending will provide proactive opportunities for DMAS to provide supports and services, technical assistance and training at a time of critical need for participants.

The data bridge will inform the Division's Quality Management Review Analysts of trends and incidents prior to review of individual providers and Medicaid participants and is designed to best protect the health, safety, and welfare of Medicaid long-term care participants.

For additional information on the data bridge please contact Steve Ankiel, Program Manager at 804-371-8894.



## Case Managers' Meetings

The purpose of the Medicaid Case Managers' Meeting is to ensure continuity of care to individuals by establishing and maintaining productive communication between Medicaid providers, case managers, client advocates, outreach workers, and the Medicaid contracted Managed Care Organizations (MCOs).

Traditionally the Medicaid Case Managers' meetings have been held twice a year, spring and fall, in various locations around the state. Due to present state government travel restrictions, these meetings will not be conducted in the conventional manner used for the past several years. For the first time the Case Managers' Meeting will be conducted through WebEx, an on-line web-based system.

The WebEx will be held **Tuesday, April 29, 2008 from 10:00 am to 12:00 noon.**

An additional meeting may be scheduled if response warrants it.

Topics on the agenda are:

- Plan First, a program that pays for eligible women and men to obtain free family planning services
  - Assuring Better Child Health and Development Initiative (ABCD project)
  - Virginia Immunization Information System (VIIS)

### To register for the Case Managers' Meeting:

1. Go to <https://dmas.webex.com>
2. Click on "Upcoming" tab and click on "Register" for the Case Managers' Meeting.
3. Enter the registration password: welcome1
4. Enter your name and email address.
5. Click "Register".
6. You will receive an email confirming your registration and instructions on how to join the session.
7. At the time of the session, follow the instructions on the email that confirmed your registration.

Please register prior to the meeting session as you may need assistance from your information technology personnel in downloading the WebEx product. There is no fee for the meeting session. You will need access to a computer (to view the power point presentations) and a telephone (to hear the audio portion) of the meeting.



## Sign Up for the *Communiqué*

*If you would like to receive the  
Case Manager's Communiqué  
electronically, send your request  
via e-mail to  
[Communique@dmass.virginia.gov](mailto:Communique@dmass.virginia.gov).  
Type the word "subscribe" in the  
subject line. ☎*

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*Department of Medical Assistance Services*

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

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